

METRO EXPRESSLANES

OPERATIONS PERFORMANCE REPORT

FISCAL YEAR 2017 (ENDING JUNE, 30 2017)

SEPTEMBER 20, 2017



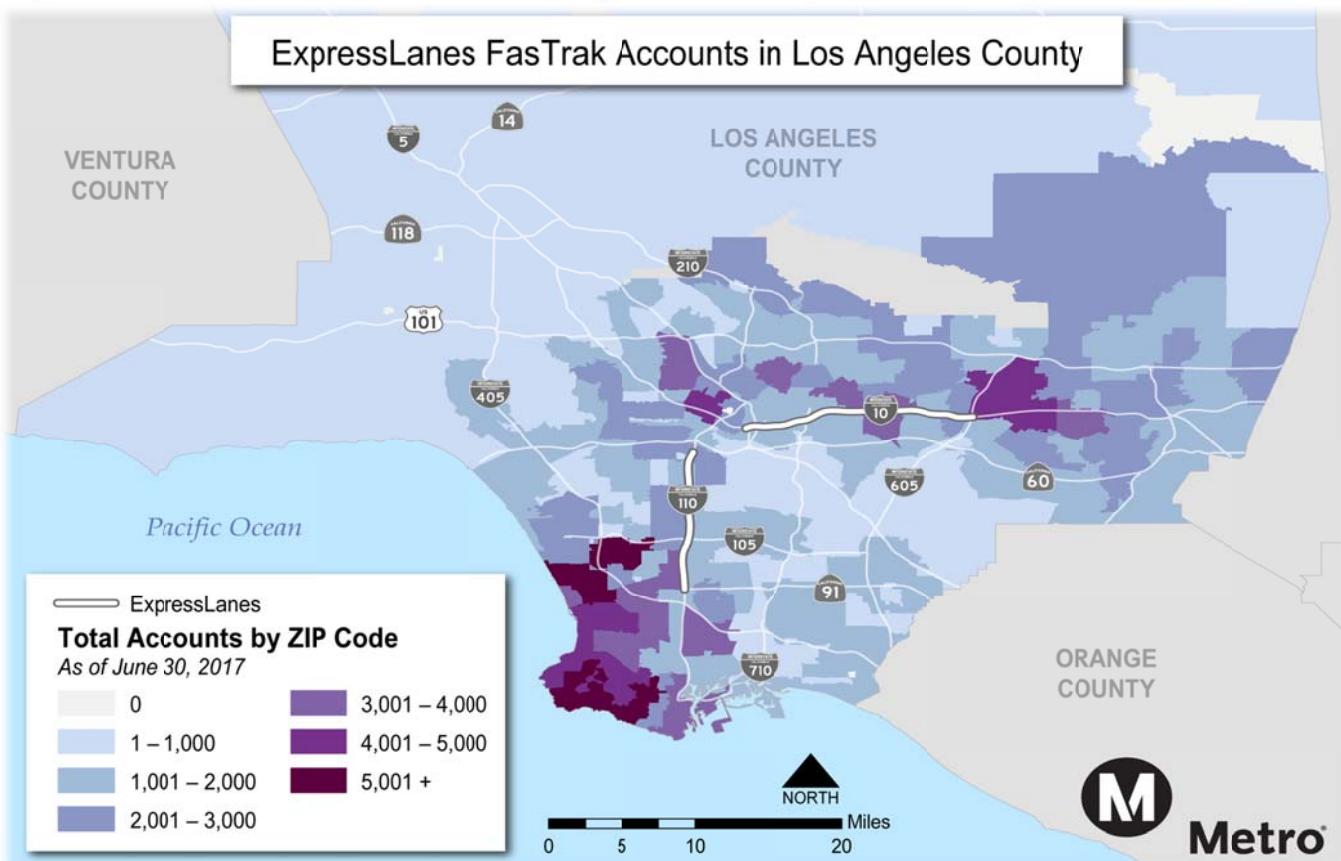
Metro

Program Highlights:

Operational Totals through June 30, 2017

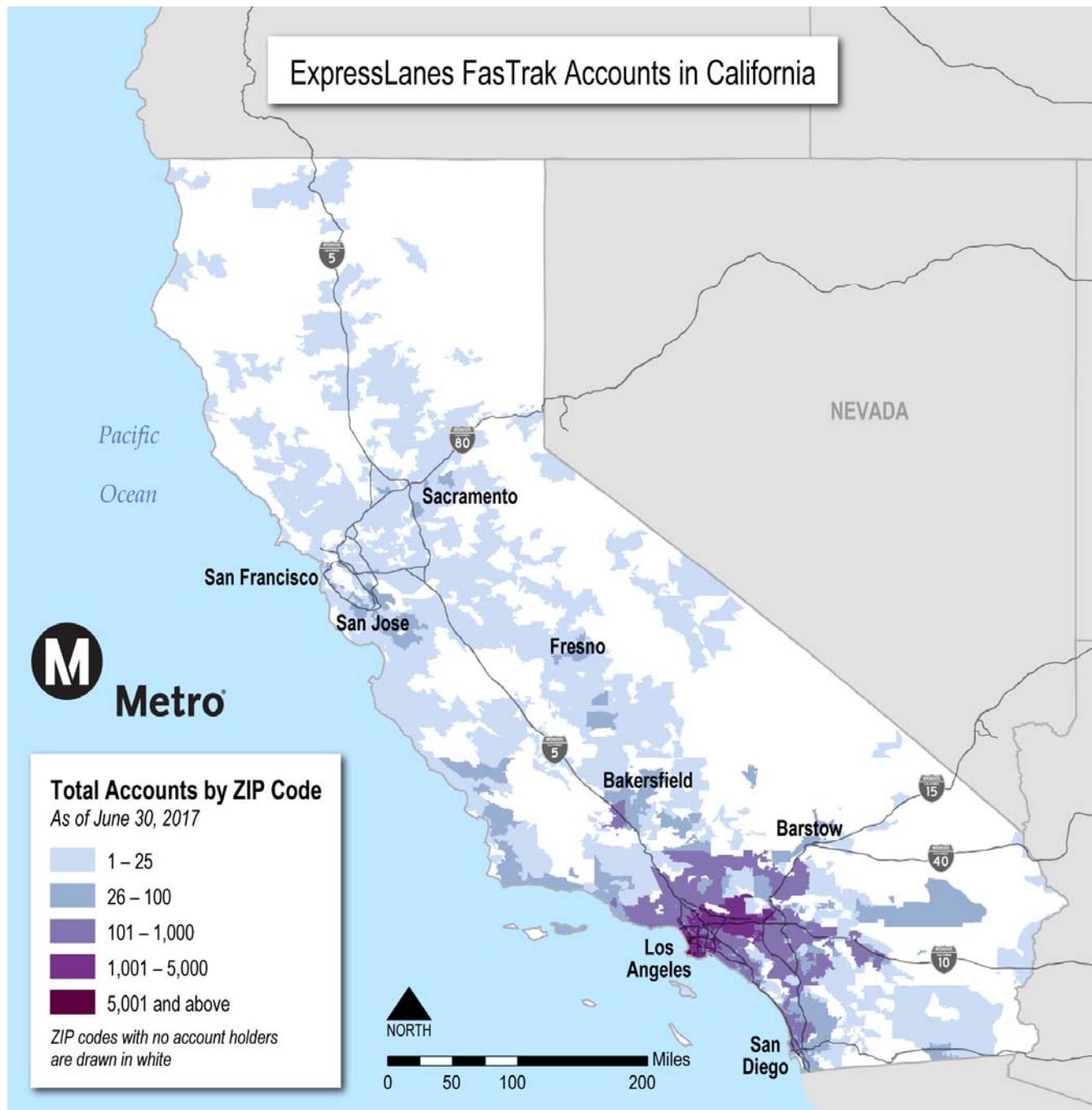
TOTAL VEHICLE TRIPS.....	154,684,893
I-110 TRIPS: 100,791,323	I-10 TRIPS: 53,893,570
TOTAL PRELIMINARY REVENUE.....	\$248,817,919
I-110 TOTAL: \$155,569,782	I-10 TOTAL: \$93,248,137
TOTAL ACCOUNTS OPENED.....	608,784
LOW-INCOME ASSISTANCE PLAN ACCOUNTS.....	14,200
TAP REWARDS REGISTERED ACCOUNTS.....	11,857
TOTAL TRANSPONDERS ISSUED.....	.721,183

ExpressLanes Customers in Los Angeles County



Metro ExpressLanes Accounts Statewide

The Metro ExpressLanes FasTrak® transponder is compatible with all toll facilities in California. This statewide acceptance allows our customers to use one device, and not have to open separate accounts with different toll facilities. As of June 30, 2017, 81% off all accounts are registered to an address in Los Angeles County.

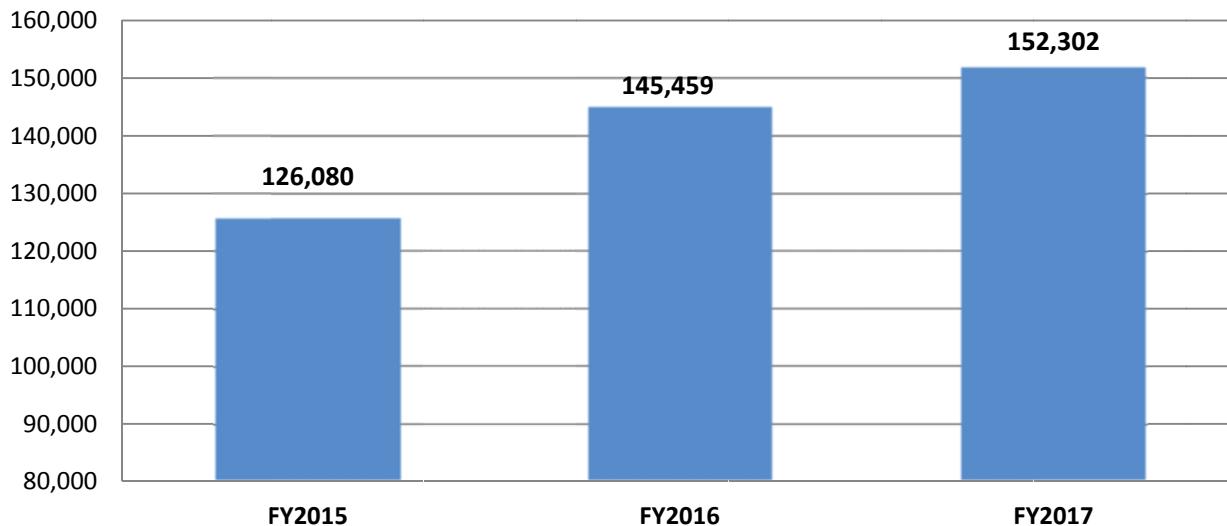




FasTrak® Transponder Adoption

The demand for Metro ExpressLanes FasTrak transponders continues to grow. Transponders issued to customers increased by 5% in FY17 compared to FY16.

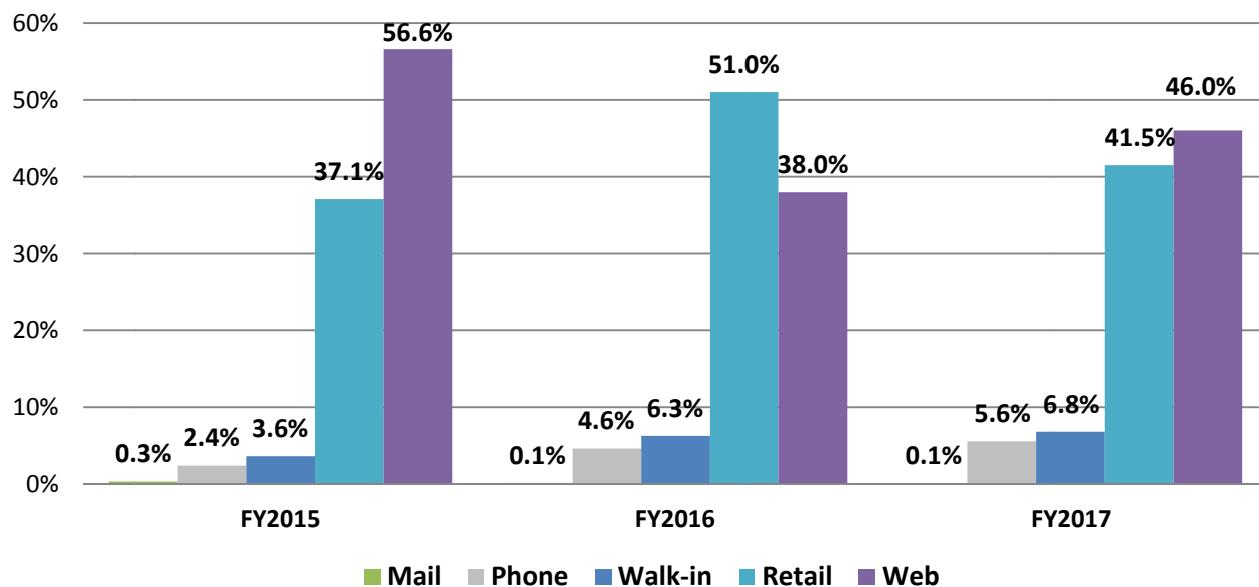
Newly Issued FasTrak® Transponders



Account Opening Channel

In FY17, our website metroexpreslanes.net, was the largest channel for transponder distribution, followed closely by our retail partners. Customers can purchase a FasTrak transponder at participating AAA, Costco, and Albertsons locations in Los Angeles County.

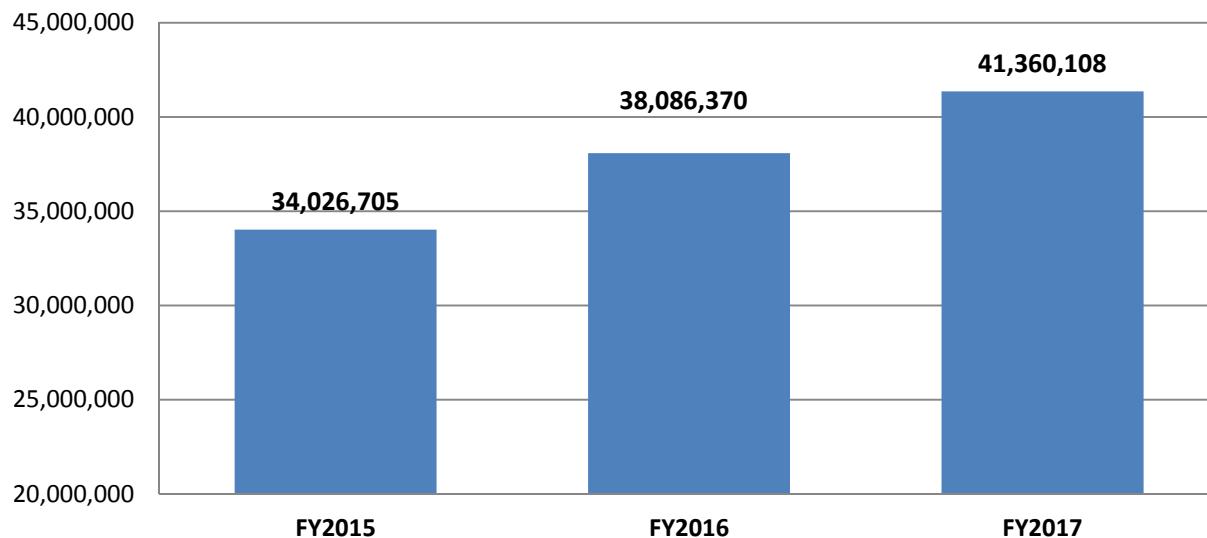
Percentage of Accounts Opened by Channel



ExpressLanes Trips

ExpressLanes trips continue to increase. Total trips increased by 8.5% in FY17 compared to FY16.

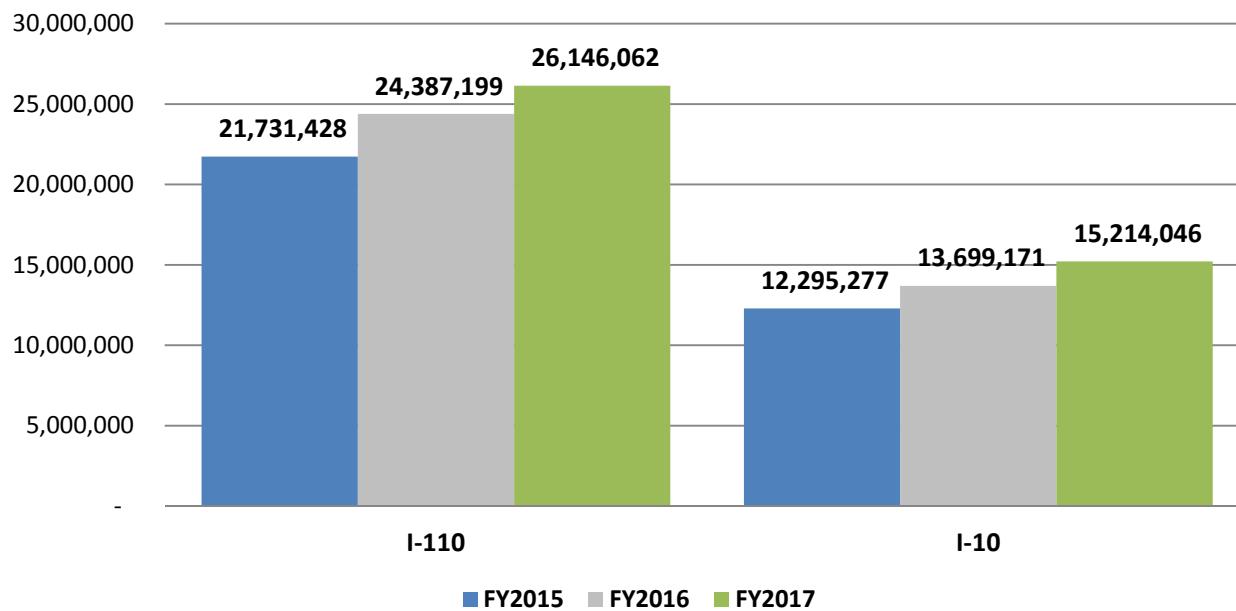
Total ExpressLanes Trips by Year



Trips by Corridor

The I-110 corridor continues to have higher trip volumes over the I-10 corridor. However, I-110 trips only increased by 7.2% in FY17 compared to an 11.1% increase on the I-10 corridor.

ExpressLanes Trips by Corridor



Mode Split

In FY17 HOV2 and HOV3+ trips continued to slightly increase over Single Occupant (SOV) trips.

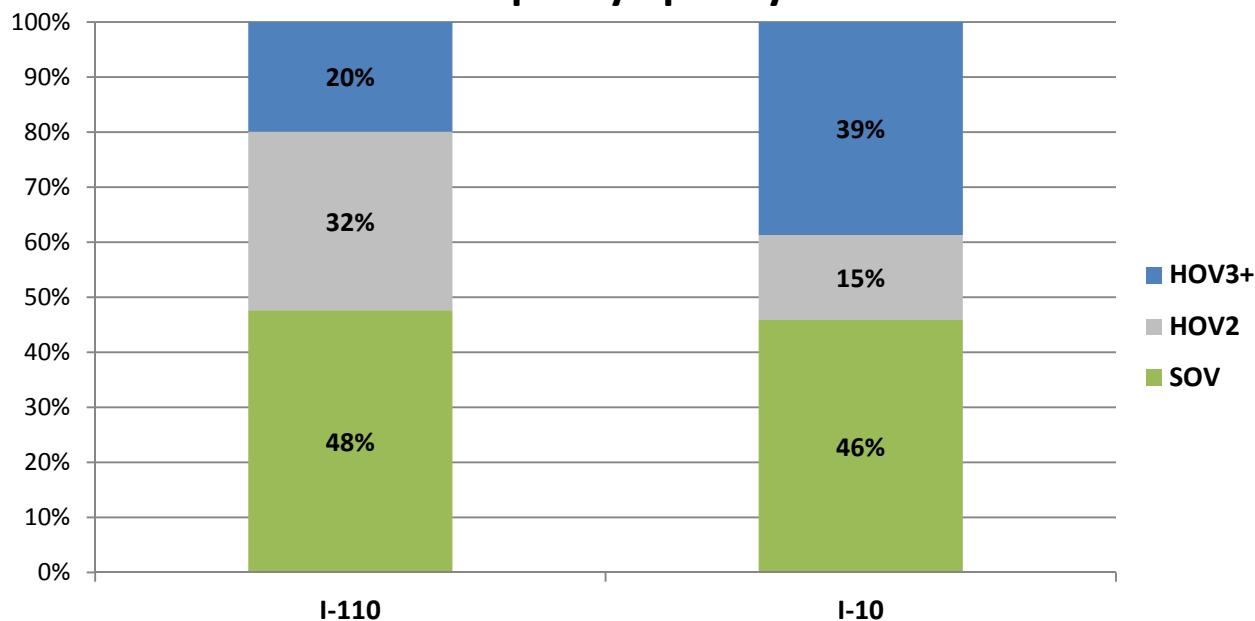
Occupancy Split by Year



Mode Split by Corridor

The I-110 corridor has a significantly lower percentage of HOV3+ trips than the I-10 corridor. This is most likely due the toll-free status of HOV2 customers on the I-110 at all times compared to HOV2 customers paying a toll during AM and PM peak times on the I-10.

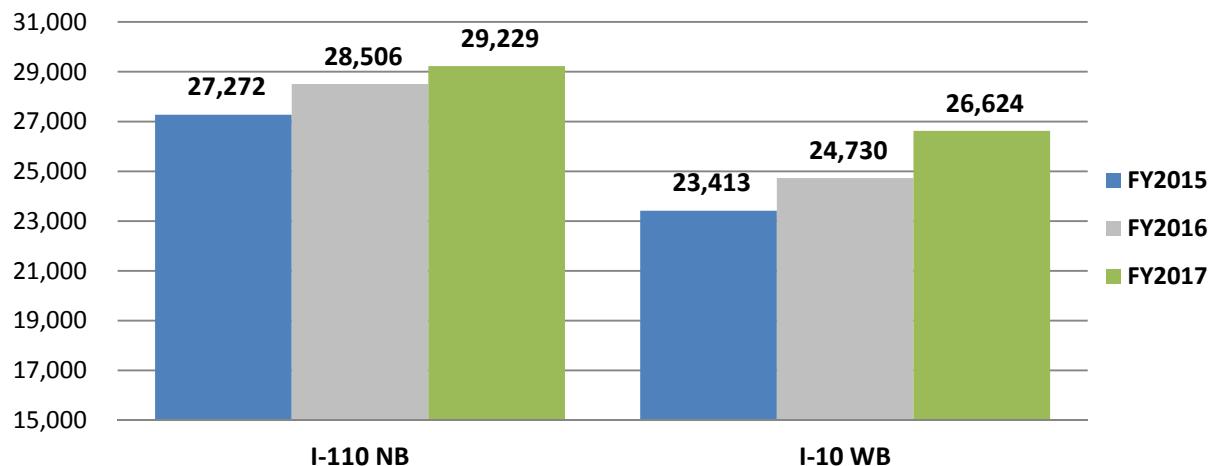
FY17 Occupancy Split by Corridor



ExpressLanes Average Vehicle Volumes during Morning Peak

Average vehicle volumes during the morning peak have continued to increase year over year. Average vehicle volume in the I-110 ExpressLanes increased by 2.5% in FY17 compared to a 7.6% increase in volumes on the I-10 ExpressLanes.

ExpressLanes Average Vehicle Volumes during AM Peak

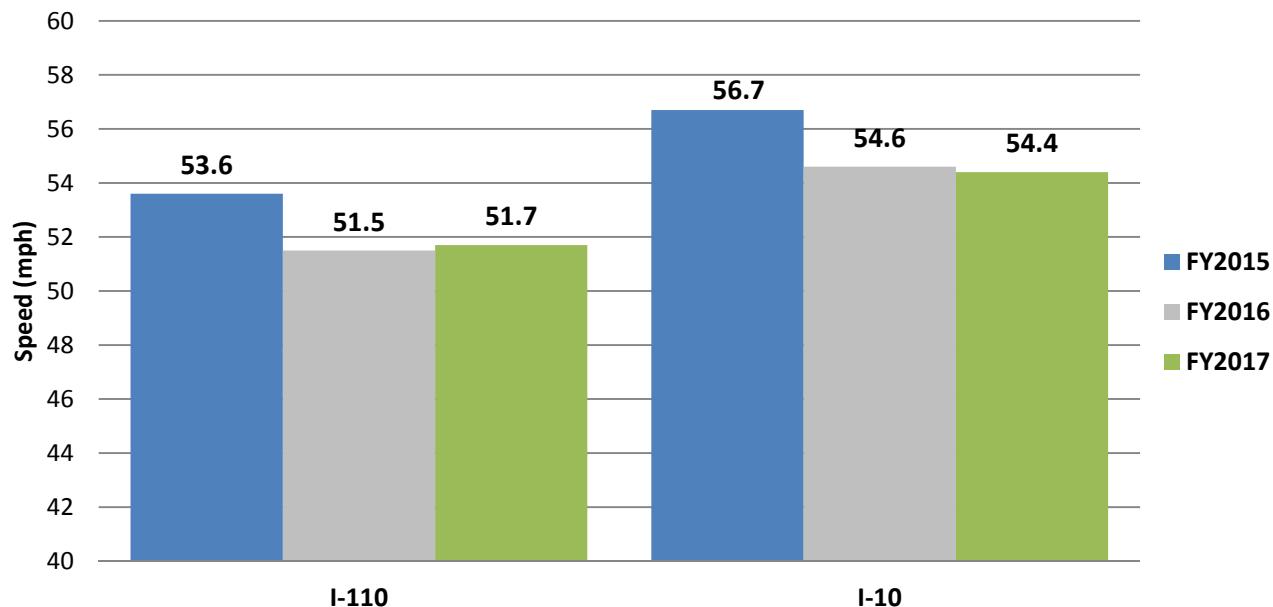


ExpressLanes Average Travel Speeds during Morning Peak

Average travel speeds during the morning peak have remained above 45mph for full length trips.

Average speeds along the I-110 ExpressLanes average slightly less than the I-10 ExpressLanes which can be attributed to the higher vehicle volumes that travel on the I-110 as compared to the I-10.

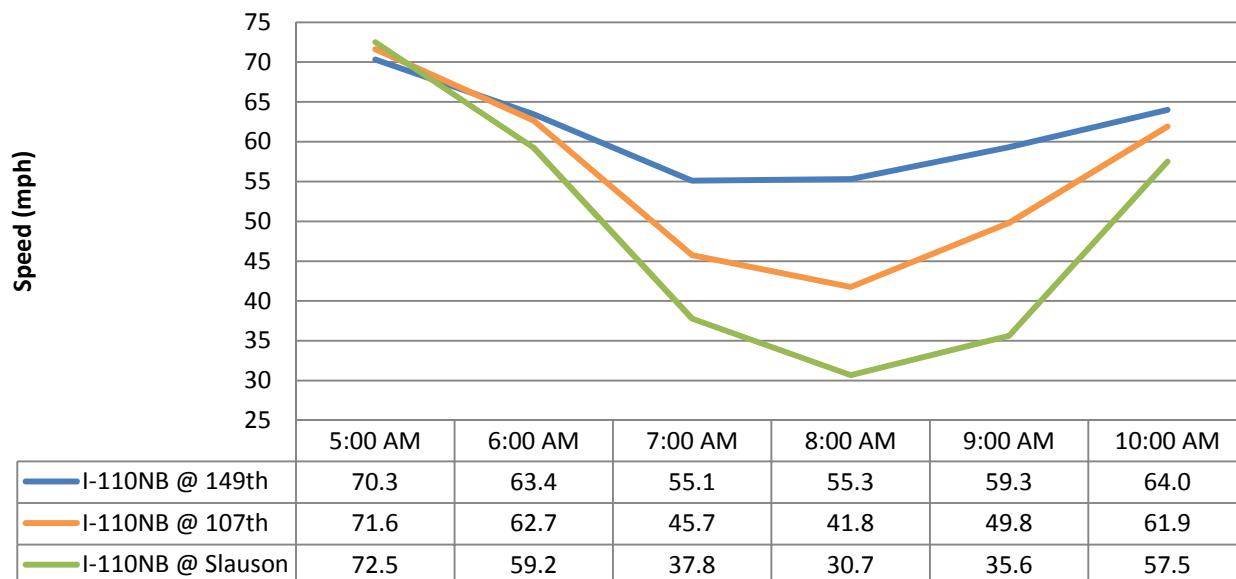
Average Travel Speeds - AM Peak



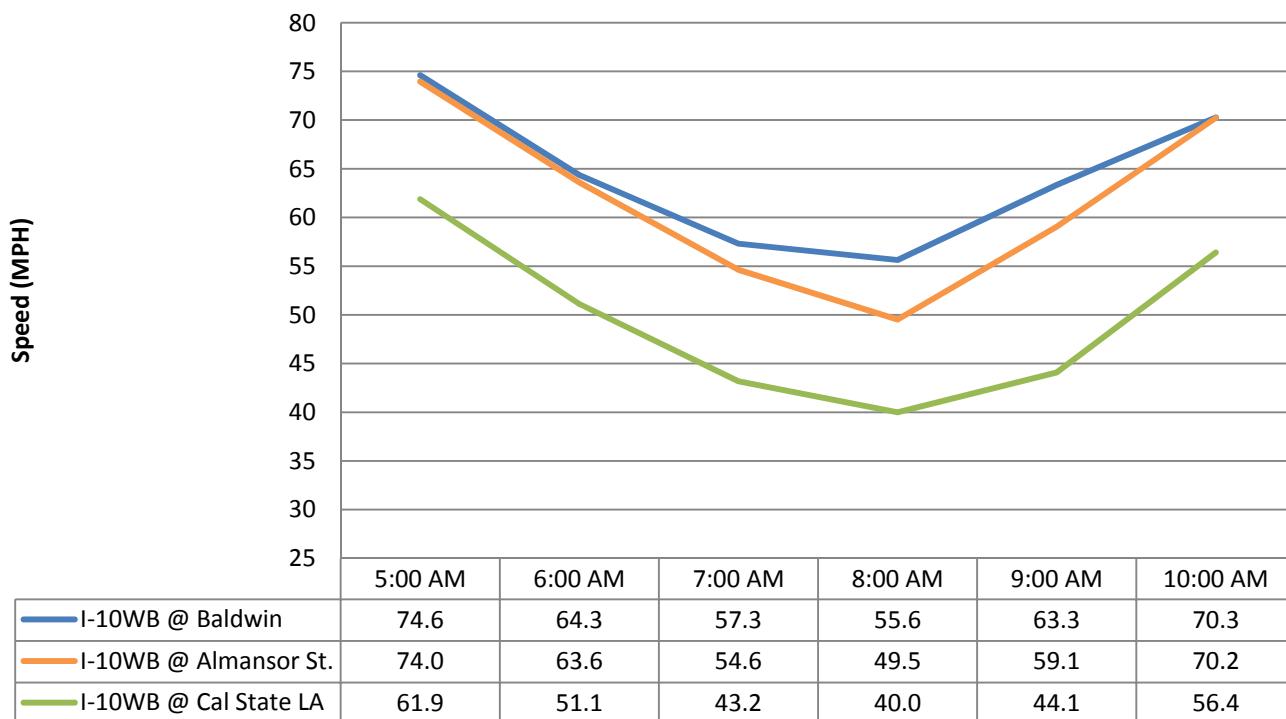
FY17 I-110NB and I-10WB Average Travel Speeds during Morning Peak

Average speeds fluctuate during the morning peak depending on the location and time on both corridors. The number of vehicles in the ExpressLanes increases closer to downtown Los Angeles and between the hours of 7:00AM and 9:00AM causing speeds to decrease.

FY17 Average I-110NB AM Peak Speeds by Location



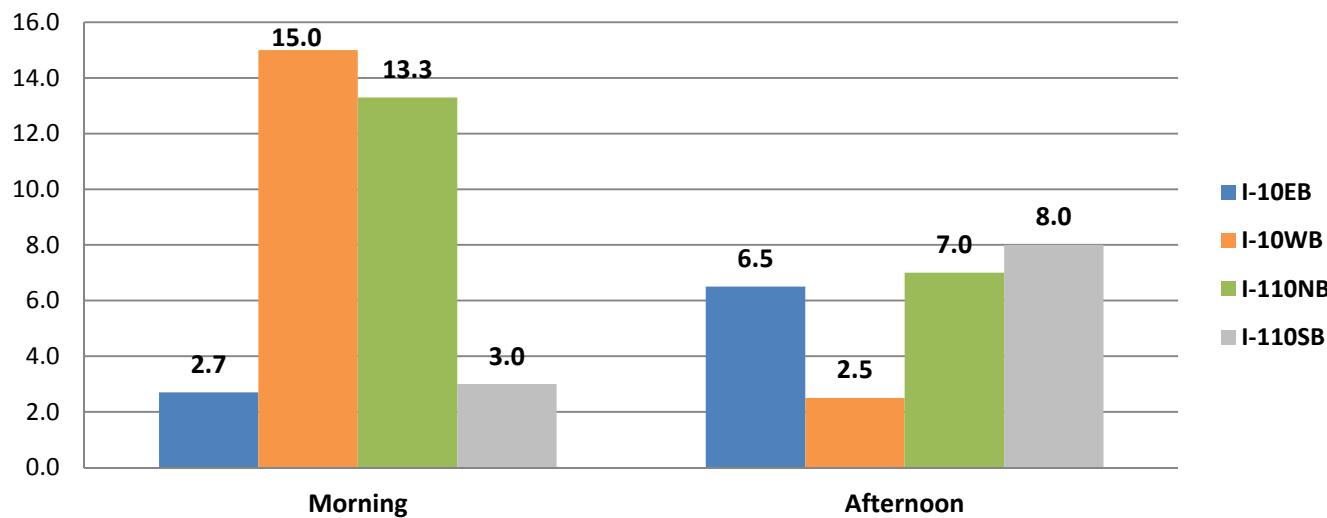
FY17 Average I-10WB AM Peak Speeds by Location



ExpressLanes Travel Times Savings over General Purpose Lanes

Average speeds in the ExpressLanes remain higher than the average speeds in the General Purpose (GP) Lanes. Travel time tests were performed on the ExpressLanes in the morning and afternoon peak times. Morning peak travel saved up to an average of 15 minutes when in the ExpressLanes compared to the GP lanes. Afternoon travel saved up to an average of 8 minutes in the ExpressLanes compared to the GP lanes.

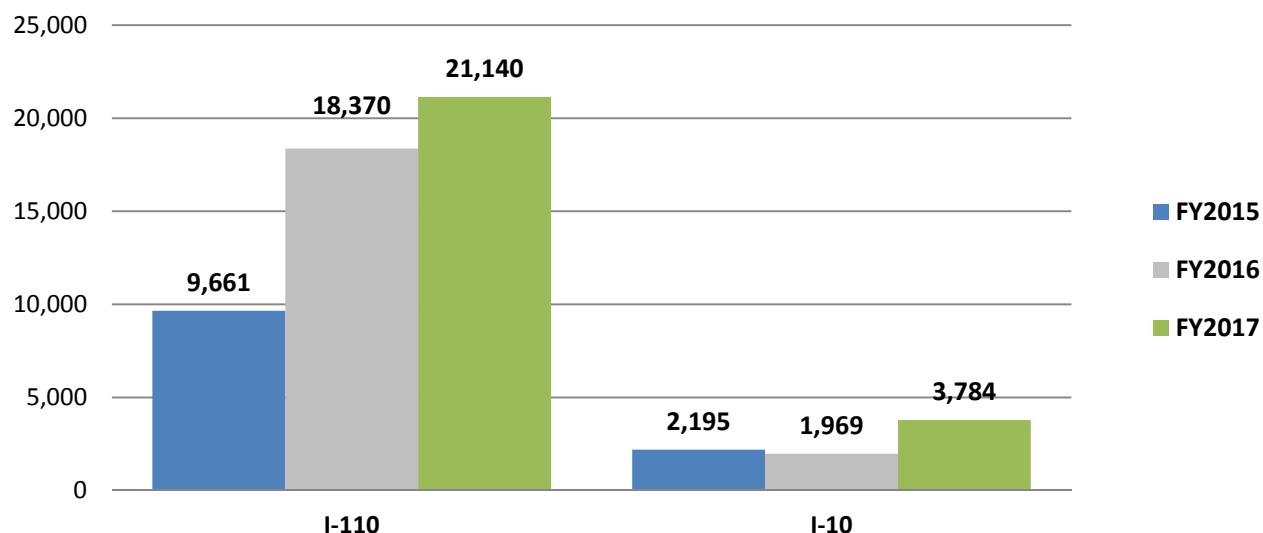
FY17 Average Travel Time Savings (Minutes)



HOV Only Status in the AM Peak

When the average vehicle speed begins to fall below 45mph on a segment of the lanes, the lanes go into HOV only status, not allowing SOV drivers into the lanes to help alleviate some congestion. Due to the higher vehicle volumes and lower HOV requirement, the I-110NB goes into HOV only status more frequently than the I-10WB.

HOV Only Minutes by Year



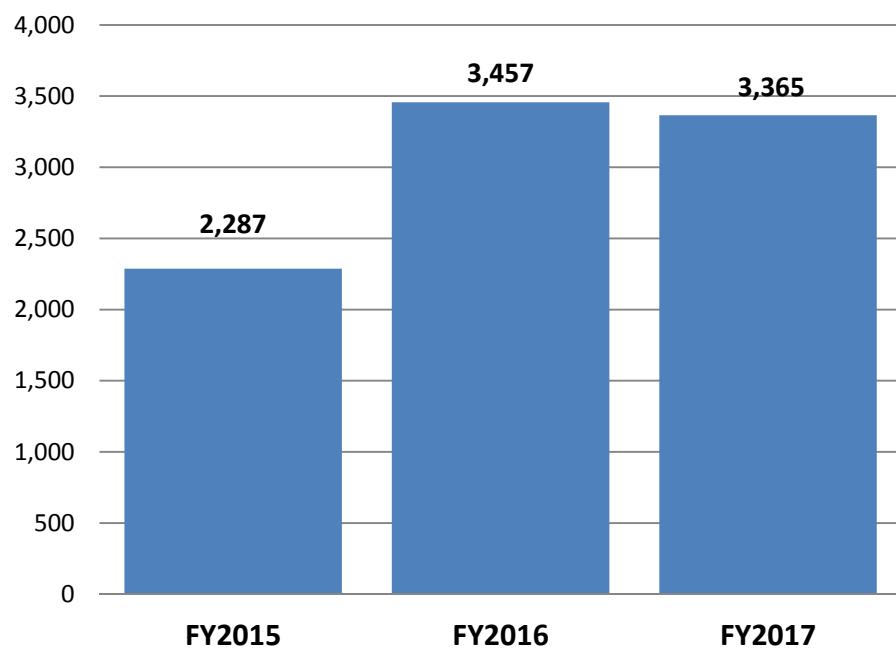
ExpressLanes Customer Incentives – Low Income Assistance Plan

Residents of Los Angeles County with an annual household income equal to or less than the double the federal poverty level qualify for a one-time credit of \$25 and an automatic waiver of the monthly account maintenance fee.

Metro ExpressLanes provides outreach at different community events, festivals, and transportation workshops throughout the year to promote the plan. Also, the program is advertised on bus cards, billboards, and online ads. In FY17 the number of new accounts increased by 31% over FY16 to a total of 14,200 accounts opened.



Newly Opened Low Income Assistance Plan Accounts



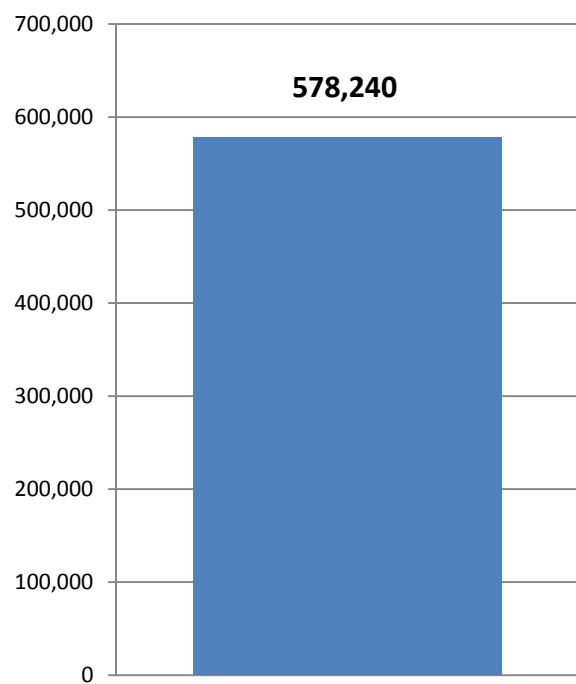


ExpressLanes Customer Incentives – Transit Rewards

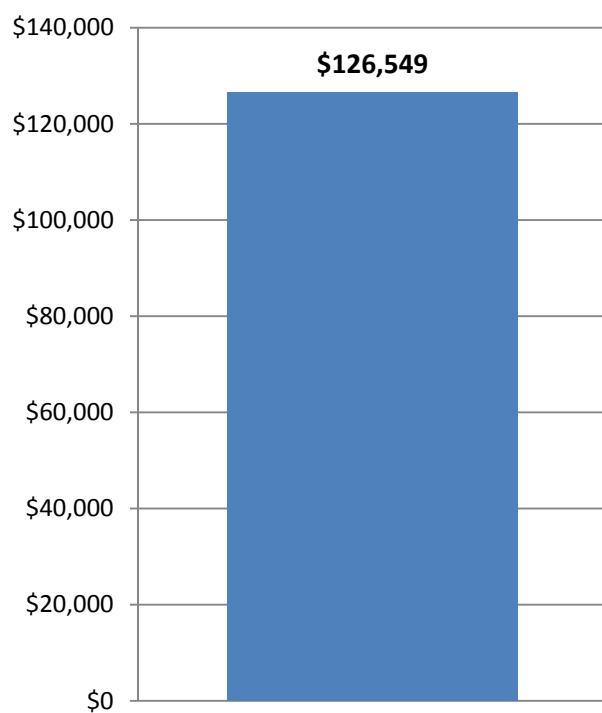
Transit riders that register a TAP card on their ExpressLanes account can earn a \$5 toll credit each time they take 16 one-way transit trips during peak hours on the I-110 Harbor Transitway or the I-10 El Monte Busway. Over 578,000 qualifying transit trips have been taken since opening of the ExpressLanes



Qualifying Transit Trips Taken Since Program Inception



Toll Credits Issued Since Program Inception





ExpressLanes Customer Incentives – Metrolink Rewards

To increase customer awareness of available transit alternatives, Metro ExpressLanes and Metrolink partnered in May 2017 to offer our ExpressLanes customers two free roundtrip tickets on Metrolink. 15,479 ExpressLanes Customers redeemed the offer as of June 30, 2017.



ExpressLanes Customer Incentives – Carpool Loyalty

The Carpool Loyalty Program automatically enters Metro ExpressLanes customers into a monthly drawing for a chance to win gift cards when they use the ExpressLanes with a FasTrak® set to HOV2 or HOV3 status. Since the inception of the program \$33,000 in gift cards have been given to carpoolers.

**START A CARPOOL,
GET REWARDED.**

For more info on our Carpool Loyalty Program, visit metroexpresslanes.net.

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Carpool Rewards Given as of June 30, 2017

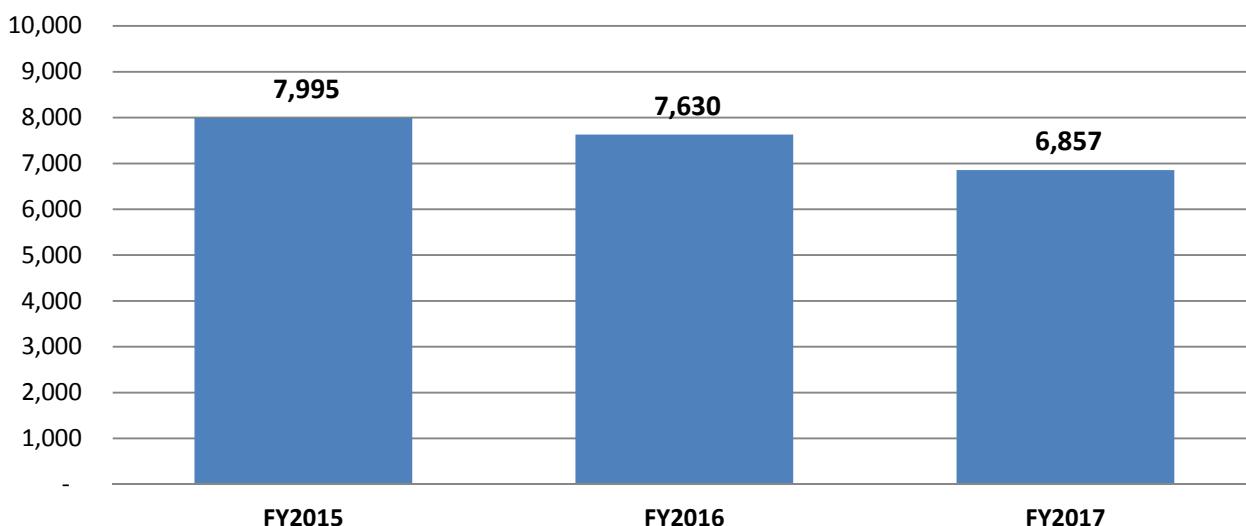




Silver Line Transit Ridership

The Metro Silver Line operates as a Bus Rapid Transit (BRT) system on the I-110 and I-10 ExpressLanes. Silver Line ridership on the ExpressLanes during the peak periods has decreased by 10%, which is similar to the overall ridership declines on other Metro bus lines. While ridership is down year-over-year, Silver Line ridership has increased by 6% from the inception of the Expresslanes.

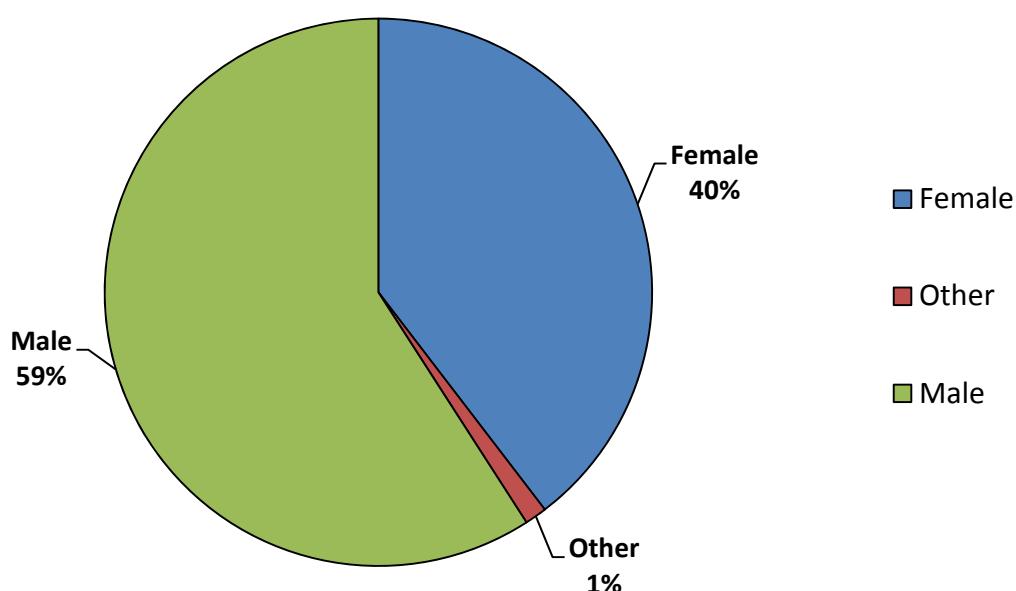
Silver Line Average Peak Daily ExpressLanes Ridership



Metro ExpressLanes User Profile

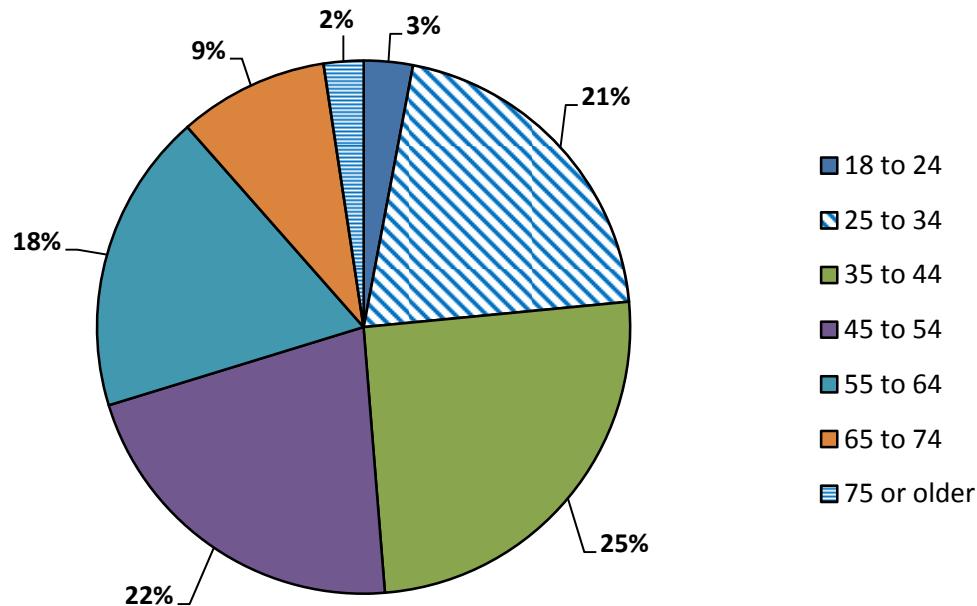
ExpressLanes customers were surveyed in FY17 to gain insight on our customers' demographics, satisfaction, and usage preferences.

Primary ExpressLanes User Gender



Metro ExpressLanes User Profile...continued.

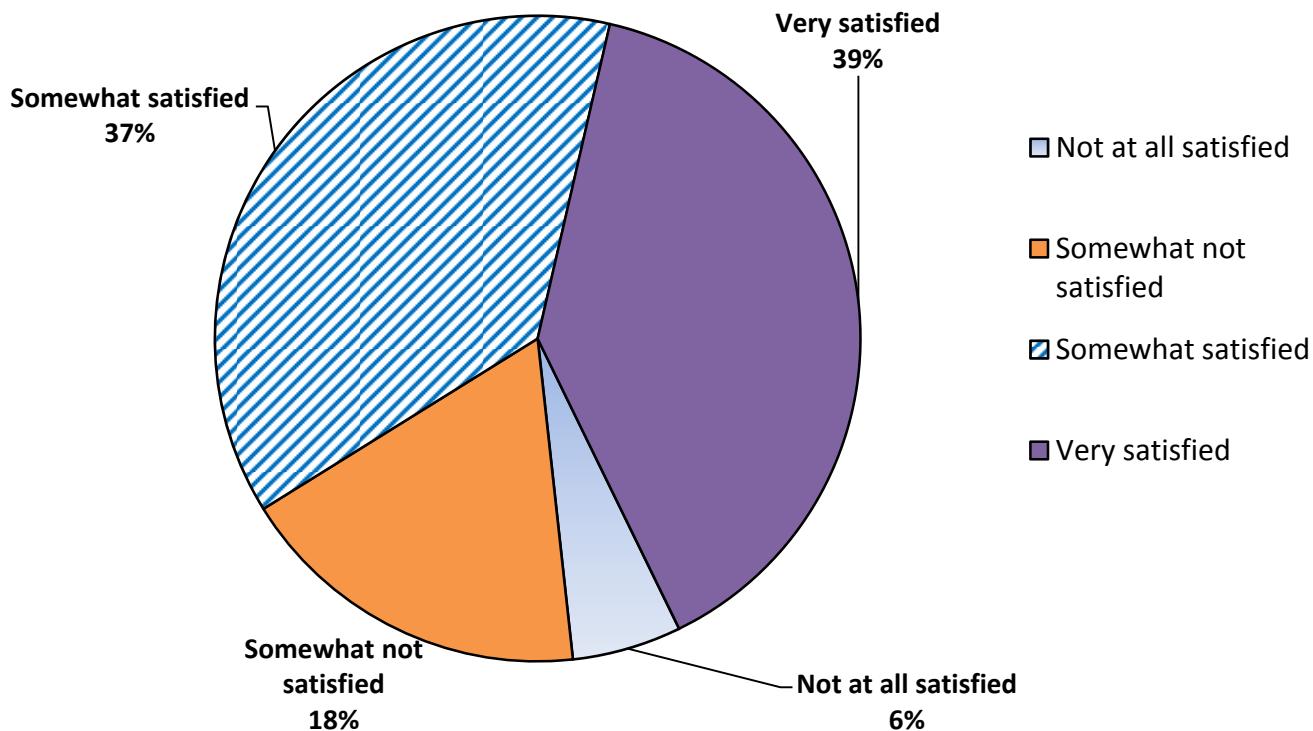
Primary ExpressLanes User Age



Metro ExpressLanes User Profile - Customer Satisfaction

Customers were asked: 'How satisfied are you with?'

The Amount of Time Saved Relative to the Toll Paid

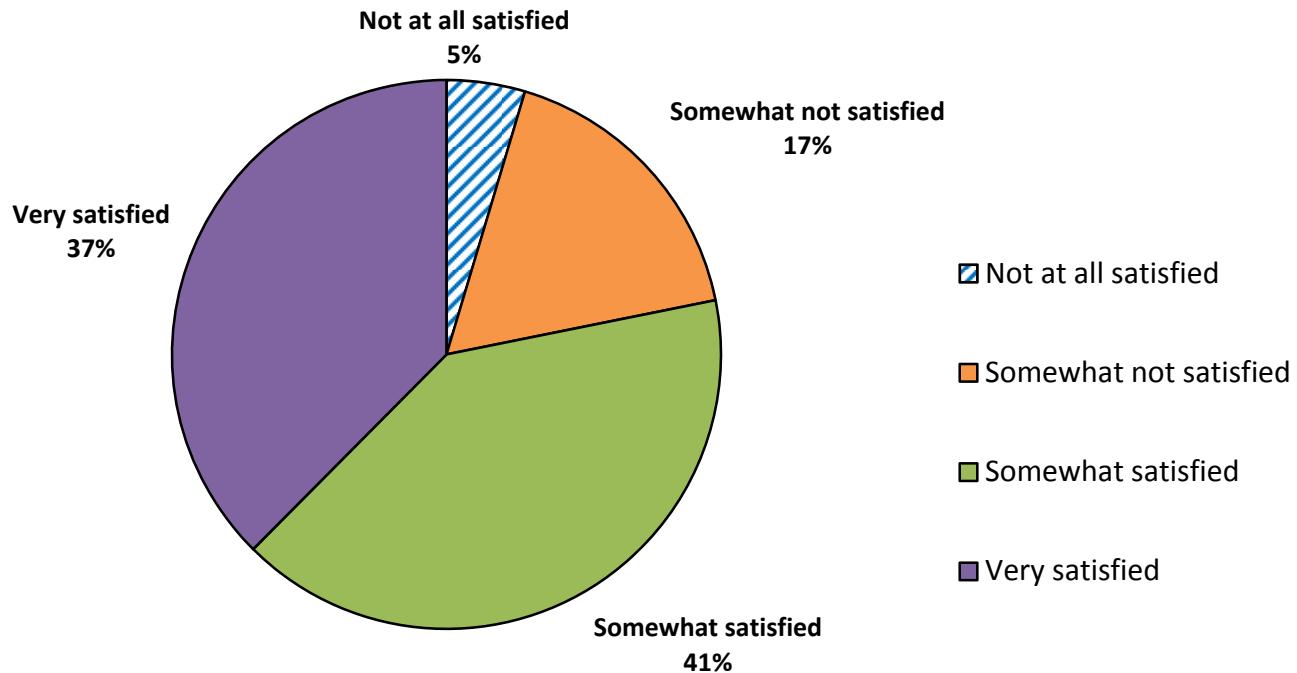




Metro ExpressLanes User Profile - Customer Satisfaction

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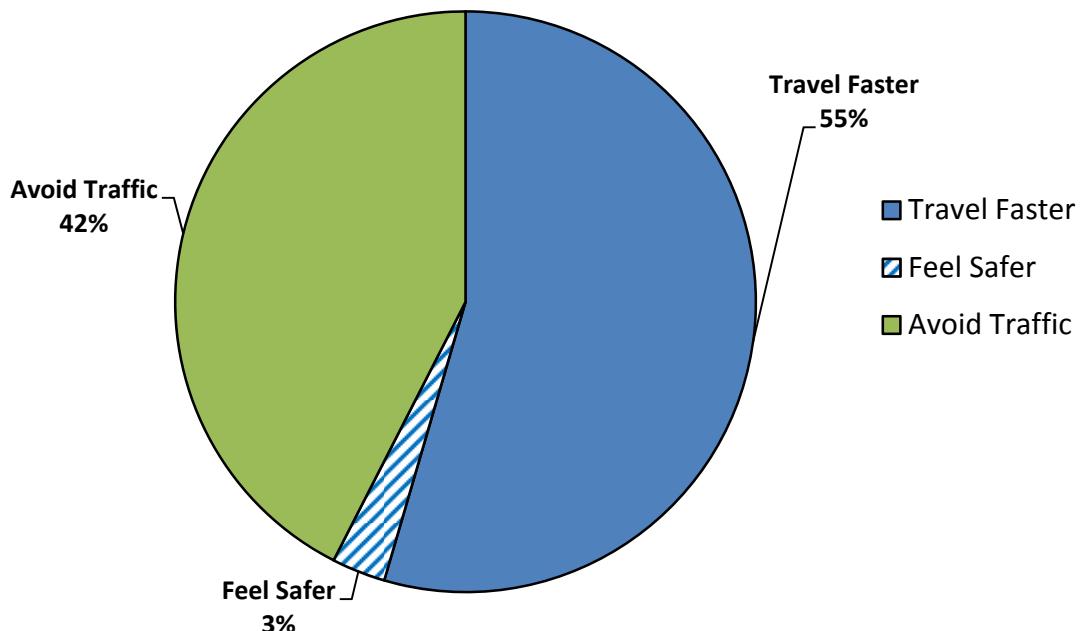
The Speed I can Maintain on the Expresslanes



Metro ExpressLanes User Profile – Customer Motivation

Customers were asked: 'What is the top reason you use ExpressLanes?'

The Top Reason for using the Expresslanes

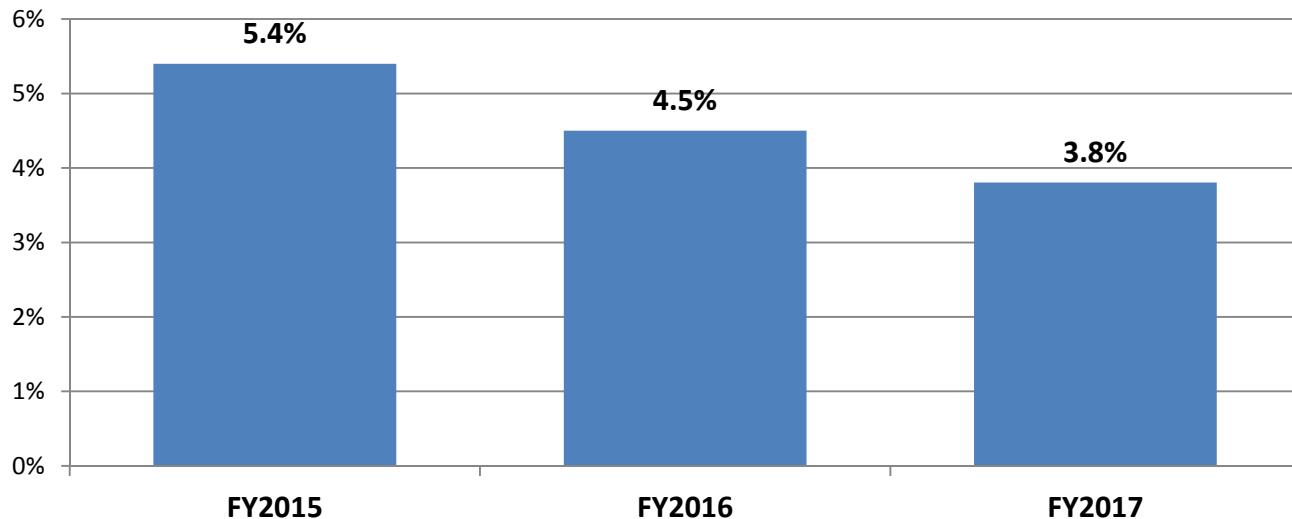




ExpressLanes Safety & Enforcement – Violations Issued

Metro ExpressLanes issues a notice of toll evasion violation when vehicles travel the ExpressLanes without a valid FasTrak® transponder. As public awareness of the ExpressLanes increases, the percentage of violations issued decreases.

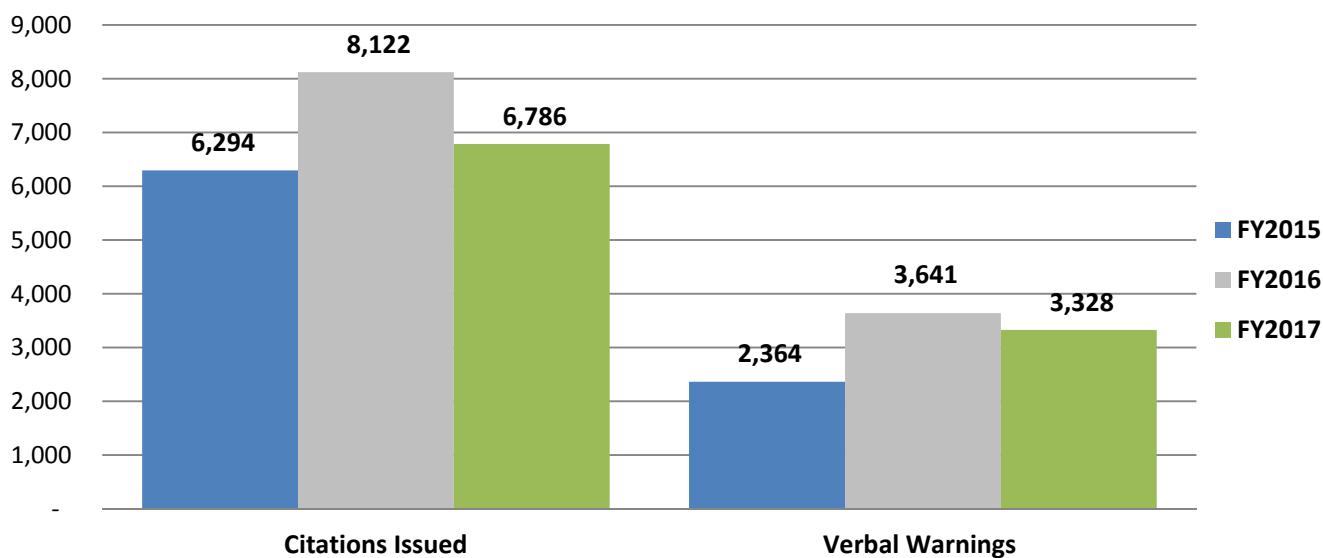
Violation Rate by Year



ExpressLanes Safety & Enforcement – CHP Activity

CHP officers are contracted to provide additional visual enforcement. CHP issues a toll/transponder related citation when a non-exempt vehicle is observed using the ExpressLanes without a transponder or the transponder switch setting does not match the observed vehicle occupancy.

CHP Issued Citations & Verbal Warnings





Metro will implement the following operational improvements to reduce congestion on the ExpressLanes during the remainder FY18 and into FY19:

- **Occupancy Detection:** ExpressLanes is evaluating the feasibility of installing vehicle occupancy detection systems to reduce the occurrence of inaccurate occupancy declarations by customers (which are currently based on self-declared transponder switch settings). Implementation is expected by 4th quarter FY18.
- **Mobile app:** ExpressLanes is developing a mobile app to address an issue with vehicles with Metal Oxide windshields. Drivers of these vehicles are currently unable to use their in-vehicle transponders to declare occupancy. The mobile app will give these affected customers an alternate method for declaring their vehicle occupancy for a given trip. Implementation is expected by March 2018.
- **Occupancy Enforcement Beacon lights:** The overhead indicator lights used by CHP to check whether a given vehicle's transponder setting accurately reflects the current occupancy level of the vehicle is being upgraded. The current indicator lights flash different color combinations to indicate a given vehicle's transponder switch setting. The upgraded indicators will be digital panels that display numeric values corresponding to the vehicle's transponder switch setting. Implementation is expected by April 2018.
- **EarthCam:** Three new CCTV cameras will be installed to improve real time traffic and incident monitoring. Installation is expected by November 2017.
- **New toll gantries:** ExpressLanes is evaluating the feasibility of installing four additional toll gantries to improve toll collection and violation enforcement. The toll gantries will strategically target current coverage gaps in the system and will better equip Metro to manage congestion and facilitate enforcement. Implementation is expected by the 2nd quarter of FY19.
- **Improved Lane Access Management:** To reduce the occurrence of unsafe and illegal maneuvers into and out of the ExpressLanes between the designated entrances/exits, channelizers are being installed between the general purpose lanes and the ExpressLanes on segments that have a high occurrence of vehicles crossing the double-white solid line pavement markings. Implementation is expected in September 2017 for I-110, and in early 2018 for I-10.
- **Metro ExpressLanes will be celebrating its 5 year Anniversary:** The I-110 anniversary will be Friday November 10, 2017. The I-10 anniversary will be Friday February 23, 2018. In recognition of this milestone staff has planned a social media campaign to gather testimonials highlighting customer experience and feedback. Rewards and marketing incentives will be given to existing customers for their loyalty.